



2014-354-C  
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Individual Complaint Form

2014 AUG 15 PM 12:59

Print

Date: August 12, 2014

Complainant or Legal Representative Information:

\* Required Fields

Name \* Carroll H. ("Pete") Roe, Jr. Roe on behalf of TMS South, Leroy R Turner, President  
Firm (if applicable) Roe, Cassidy, Coates and Price, PA  
Mailing Address \* 1052 North Church Street  
City, State Zip \* Greenville, SC 29603 Phone \* (864) 349-2600  
E-mail \* proe@roecassidy.com or clandreth@roecassidy.com (Assistant)

Name of Utility Involved in Complaint: \* Windstream Telecommunications

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) \*

- ☐ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☒ Refusal to Connect Service  
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue  
☐ Service Issue ☐ Meter Issue  
☒ Other (be specific) Have not installed services for which a contract was signed in February

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of  
ORS Contact: Jamie Peoples

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

In February of 2014 TMS South signed a contract with Windstream to upgrade services for its Taylors, SC and Houston, TX locations. Due to an extensive turnover rate of customer service people with Windstream this upgrade was delayed. By the end of June the upgrade service was still not installed. After multiple attempts to get the upgrade service installed to no avail, TMS South decided to pursue terminating the agreement so we could pursue service from another provider more suited for the size of our company. In the beginning of July TMS South filed its complaint with the ORS. The ORS stated that Windstream had 10 days to respond to our complaint. The response was unsatisfactory to TMS South. A complete correspondence timeline between Windstream and TMS South is attached.

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

TMS South would like to be released from all contracts for both the Taylors, SC and Houston, TX locations in order to pursue service with a telecommunication provider who can provide customer service on a consistent basis.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov).** ☒ Yes ☐ No

Complainant's Signature\*

STATE OF SOUTH CAROLINA )  
COUNTY OF Greenville )

VERIFICATION

I, Leroy R Turner  
Complainant's Name \* verify that I have read my complaint filed on 08/12/2014  
Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	

### Chronology of Events – Windstream

3/6/2014 – signed documents and send to Lisa Gobble saying let's get started with install in Houston

3/10/2014 – Lisa Gobble returns signed documents says she will let me know when install scheduled

3/20/2014 – Roy Turner send s e-mail to Lisa asking where the install projected stood

3/21/2014 – Lisa sends e-mail to Roy saying no date set at this time

3/21/2014 – Roy sends e-mail to Lisa asking for notice on the install date so TMS can coordinate with our current carrier Cbeyond to terminate service

4/3/2014 – Receive e-mail notice from Theresa Busey saying she would be the project leader for the Houston install

5/8/2014 – Receive e-mail from Theresa Busey saying things are moving along with an expected completion date of May 22, 2014

5/19/2014 – Ronnie Lee (Houston TMS office) sends e-mail to Theresa saying the Tech that was to be at our office on May 16<sup>th</sup> was a no show.

5/20/2014 – Roy sends e-mail to **Melissa Chandler** who is listed as Theresa Busey supervisor asking why no response from Theresa and what is status of the Houston install project.

5/27/2014 – Roy sends another e-mail to **Melissa Chandler** asking status and gets no response.

5/28/2014 – Roy calls Windstream and finds out Theresa Busey is no longer with the company and Lauren Hatcher is now the project coordinator for the Houston install.

5/28/2014 – Lauren Hatcher sends e-mail with plans to complete the install in the next 2-3 weeks

6/17/2014 – Ronnie Lee in Houston sends e-mail to Lauren saying the tech scheduled to come to the office on 6/16/2014 did not show.

6/18/2014 – Lauren to Ronnie saying the Tech showed up but it was after the office had closed and she would reschedule..

6/19/2014 – Lauren to Ronnie saying the tech was rescheduled for 6/27/2014

6/23/2014 – Lauren to Ronnie saying the Demarc was 40+ plus feet from where it needed to be and the project could not be completed until it was moved. She said this would be an additional cost to move it.

6/25/2014 – Roy sends e-mail to Lauren asking for her supervisors name so I could talk to them. The tech installing the box did not check with anyone and could have installed it at the proper place initially instead of incurring additional cost.

6/25/2014 – Lauren sends e-mail to Roy saying she is no longer with Windstream and to contact Melissa Chandler. Remember this is the same person that did not respond to my e-mails on May 20 & 27, 2014.

7/3/2014 – Roy sends another e-mail to Melissa Chandler asking for status of our project with Lauren leaving the company. I get an auto response saying Melissa is out of the office and to contact Cynthia Piper in her absence.

7/3/2014 – Roy sends e-mail to Cynthia Piper asking for status of our project and get an auto response saying she is out of the office.

7/3/2014 – Maura Morgan of TMS files initial complaint with ORS (Office of Regulatory Staff). Jamie Peoples in charge of complaint

7/15/2014 – Maura contacts ORS to find out status of complaint. Told that Windstream had been contacted to resolve dispute and had 10 days to respond.

7/23/2014 – Ronnie Lee received a call from Austin Bell, the replacement account person for Lauren Hatcher, saying he was ready to do our install. Ronnie referred Austin to Roy in Greenville.

7/24/2014 – Roy calls Austin Bell and leaves a message on his voice mail saying that TMS had filed a complaint with Office of Regulator Staff and wished to terminate our contract with Windstream.

7/25/2014 – Maura Morgan contacts ORS to follow up on complaint. She was told that Windstream had responded to our complaint. Austin Bell's call to restart the install process almost 4 weeks after last contact from Windstream seems to be their response.

8/12/2014 – Roy contacted Windstream "Customer Care" (877/340-2555) and noted that we were dissatisfied with Windstream and would continue with ORS to have our contract terminated.